

Decision Analytics

Legislative Research Commission
Committee on Efficiencies in
Government

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THE
POWER
TO KNOW.

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Topics of Interest

- Analytics in State government - What are the situations where analytics will allow the General Assembly to reduce appropriations from state general revenue?
- “Low hanging fruit” offering high near-term return on investment and efficiencies. Similarly, identify areas of potential mid-range and long-term ROI and efficiencies.
- Realizing that the private sector has clear economic incentives and centralized commands to facilitate data analytics, how can a state government use the approach across multiple competing governance structures, which hoard and maintain close custody of numerous incompatible data islands of varying quality?
- If the General Assembly were to create a data analytics function within the legislative branch, what suggestions would you offer for doing this cost effectively?
- What lessons learned can you highlight from experience that a state like North Carolina should consider?



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Transforming Government with Analytics

- A new way of thinking
- Look beyond traditional metrics
- Out of the box thinking, be creative
- Look for new knowledge, uncover inefficiencies
- Drive towards being reactive not proactive

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Challenges

- Poor economy resulting in higher unemployment
- Higher unemployment increases the need for public services
- Higher unemployment results in less revenue due to fewer taxpayers
- Federal dollars non-recurring and being reduced or no longer available
- All resulting in the request for more government services with less revenue available

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Areas of Focus

- **Intelligent Program Management**
 - Performance metrics to evaluate the success or failure of a program
 - What is the programs purpose? What is the impact or value to the public?
 - Increase/decrease spending or cut program to reallocate resources based on outcomes
 - Identification of program gaps
 - Outcome Management – Performance metrics and forecasting future
- **Holistic or Enterprise Data Sharing**
 - Sharing related data across agencies
 - Complete data view – Eligibles, Offenders, Employees, Tax Payers, Citizens
 - Eliminate data silos
 - Uncover the unknown – “You don’t know what you don’t know”
- **Predictive Analytics & Forecasting**
 - Resource Optimization – impacts of decreases/increases of headcount
 - Scenario Analysis
 - Propensity Scoring
 - Cost Avoidance



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Examples or Lessons Learns

Question & Answer

